



Court Grammar  
School

# COMPLAINTS AND CONCERNS POLICY FOR STUDENTS

Registration Standard: 2.9.3v1

Date Approved: October 2026

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|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose:</b>    | To clearly define the policy for students to raise complaints and concerns at Court Grammar School (CGS).                                                                                             |
| <b>Scope:</b>      | Providing a student friendly policy to explain the process to raise complaints and concerns at CGS; and to support staff by clarifying their responsibility in addressing any complaints or concerns. |
| <b>Definitions</b> | <b>CGS - Court Grammer School or the school</b>                                                                                                                                                       |

## Speaking Up Matters

At CGS we want every student to feel safe, respected and listened to. If something is worrying you, upsetting you or doesn't seem right, we encourage you to speak up. Raising a concern or making a complaint helps us support you and improve our school community.

There is no problem that is "too small" to talk about if it is important to you.

## What's the Difference?

### A Concern

A concern is something that is worrying you or doesn't feel right. It might be something that is affecting your learning, friendships, wellbeing or safety. Most concerns can be sorted out by talking with someone and working together to find a solution.

### A Complaint

A complaint is when you believe something has happened that is unfair, inappropriate or has caused you harm, and you would like the school to investigate or take action.

## What Can I Raise?

You can speak to us about things such as:

- Bullying or harassment
- Being treated unfairly
- Behaviour of another student
- Behaviour of a staff member
- Problems in class
- Safety concerns

- Discrimination
- Online or cyber issues
- Anything that is affecting your wellbeing at school
- Problems you are facing at home

If you're unsure whether something is a concern or complaint, that's okay, we can help you work it out.

## Who Can I Talk To?

You can talk to any staff member you trust, including your:

- Teaching and Support Staff
- Pastoral Care Advisor (PCA)
- Teacher
- Year Group Coordinator
- Head of School
- Deputy Head
- Principal

If the first person you speak to can't help, they will make sure you are connected with someone who can.

## How Can I Raise a Concern?

You can:

- Speak to a staff member in person
- Send an email
- Write a note or letter
- Ask a parent or caregiver to help you
- Ask another trusted adult to support you

You can also ask someone to come with you if you would like support.

## What Will Happen?

When you raise a concern or complaint:

- We will listen carefully and take you seriously
- We will treat you with respect
- We will try to understand what has happened
- We will work with the people involved to find a fair solution
- We will keep you updated about what is happening

For concerns involving bullying or behaviour that could cause harm, the school aims to respond within **two (2) school working days** of becoming aware of the issue.

Some matters can be resolved quickly. Others may take longer if we need to gather more information or speak with other people.

## Will Other People Know?

We will keep your information as private as we can.

Sometimes we need to share information with staff who are helping investigate or support those involved. If there is a serious safety concern, or if the law requires us to, we may need to involve other people or organisations to help keep everyone safe.

### Will I Get into Trouble?

No.

You will not be treated unfairly because you raised a genuine concern or complaint. Speaking up is the right thing to do, and we want every student to feel confident asking for help.

### What If I'm Not Happy with the Outcome?

If you don't feel your concern has been resolved you can escalate the issue to another, more senior staff member such as your Head of Year, Head of School, Deputy Head or the Principal.

We will listen to your concerns and review the situation fairly.

### Our Commitment to You

When you speak up, you can expect us to:

- Listen respectfully.
- Take your concern seriously.
- Treat everyone fairly.
- Work towards a solution.
- Keep your information as private as possible.
- Keep you informed about what is happening to resolve the issue.
- Help make our school a safe, welcoming and respectful place for everyone.

Speaking up helps make CGS a better place for everyone. If something doesn't feel right, please tell someone – we are here to help.

If you think the issue you are facing is more specifically about 'bullying' you can find additional information and advice in the CGS Anti-Bullying and Harassment Policy.

### Procedures:

**Annex A: Flow chart of the Students Complaints and Concerns Procedure**

**Annex B: Students Complaints and Concerns Poster**

| Version: | Date approved: | Reviews/amendments: | Approved by:     |
|----------|----------------|---------------------|------------------|
|          | October 2027   | REVIEW DUE          |                  |
| 1.0      | October 2026   | Original version    | Deputy Principal |
|          |                |                     |                  |
|          |                |                     |                  |

| Policy Context:                                                      |                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registration Standard:</b>                                        | Section 2, Standard 9: Complaints, CGS Document 3<br>Cross reference to Section 4: Levels of Care                                                                                                                                                                                                                                                                  |
| <b>Legislation/references:</b>                                       | <ul style="list-style-type: none"> <li>• School Education Act 1999</li> <li>• Incorporated Associations Act 2015</li> <li>• Non-Government Schools' Registration Standards and Requirements</li> <li>• National Framework for Addressing Bullying in Australian Schools</li> <li>• Anti-Bullying Rapid Review Implementation Plan 2026</li> </ul>                  |
| <b>Related School Policies, forms, documents and record keeping:</b> | <ul style="list-style-type: none"> <li>• CGS Statement of Commitment to Student Safety</li> <li>• Bullying Prevention and Reporting Policy</li> <li>• Mandatory Reporting Policy (Wellbeing Policy - tbc)</li> <li>• Codes of Conduct (Staff, Parent/Caregiver and Students)</li> <li>• Complaints, Concerns and Disputes Policy for Parents/Caregivers</li> </ul> |

## Annex A – Students Complaints and Concerns Flowchart

(Complaints & Concerns Policy for Students – 2.9.3v1 September 2026)

